

## **TRIAGE TRIUMPHS!**

### **NORTHERN CALIFORNIA COUNTY:**

Woman had several severe psychotic episodes which were determined to be the result of continued meth use. She was hospitalized four times over five months and got evicted from her apartment due to her behavior and destruction of property; in addition, she was in an extremely unhealthy relationship with her live in boyfriend. Each time she went to jail or had contact with law enforcement, the same triage worker was present who built rapport with her. In mid-October she and her boyfriend went to jail but she was released. With the boyfriend gone, the client has since been fully engaged in services, including improved sobriety. The triage worker says the communication and collaboration with the Sheriff's Department "has had a major impact on our ability to work with this client." Lack of affordable housing has been a significant barrier to uninterrupted stability but she knows that behavioral health is there to help her.

### **ANOTHER NORTHERN CALIFORNIA COUNTY:**

Traditionally in this county, 50% of persons in crisis at the emergency rooms are placed on a 5150 and placed at psychiatric facilities/hospitals. Mobile Crisis Triage data show that only 29% of those evaluated by the MCT team require hospitalization. These teams also average less than 30 minutes in responding to a mental health emergency crisis after a call is placed to them by law enforcement (Sheriff's Department and other law enforcement agencies).

### **ANOTHER NORTHERN CALIFORNIA COUNTY:**

A female was threatening to jump from a 150 foot tall metal tower, she would not communicate and was very agitated, moving around a lot. Triage worker arrived and starting talking with her for over an hour—it looked like she was going to fall several times. Her friend arrived and the worker coordinated communication with himself, the friend and the female. Worker convinced the woman to come down twenty feet to a cross beam, she nearly fell several times but worker kept her calm. Convinced the woman to let the fire department raise the ladder and she crawled down to safety. She was placed in a 5150 hold and on the way to the police car, she said "I'm glad you kept talking to me, thank you."

### **ANOTHER NORTHERN CALIFORNIA COUNTY:**

Homeless man had not been receiving any services. Had been severely depressed with psychotic features, had been rejected by family due to erratic behavior, had attempted suicide day after team met with him because he didn't understand his new diagnosis of BP. He has had FSP services—connected to a crisis residential program, a med clinic, and therapists; Not only has his living situation changed but he's now taking medication and has started working. His overall mental and physical health improved, he has reconnected with family, and his legal issues were resolved.

